



**Bringing the latest films
to our community**

Terms and Conditions

1. Terms of Entry: Introduction

1.1 GANDL wants all of its customers to enjoy their visit to its Cinema Events. To help ensure this, admission to any GANDL Cinema Event is subject to the following terms and conditions. By purchasing or using a GANDL cinema ticket, customers agree to be bound by these terms and conditions.

2. Terms of Entry: Key points

2.1 Behaviour: GANDL reserves the right to require customers who are disruptive, antisocial or violent to leave the cinema immediately without any entitlement to a refund. What constitutes disruptive, antisocial or violent behaviour shall be determined at the sole discretion of the GANDL Event Organiser and includes both physical and verbal abuse.

2.2 Alcohol and Food Policy: Food can be brought onto the premises, and alcohol can be brought into evening events only assuming that the person involved is not under the legal drinking age.

2.3 Mobile Devices: All mobile devices including mobile telephones must be switched off at all times during the feature presentation.

2.4 Piracy: Customers are not allowed to bring any form of recording or copying equipment (in whatever medium, including optical devices such as Google Glasses) into the auditorium. Recording or copying equipment taken into the auditorium may be confiscated for inspection by the GANDL Event Organiser. Customers are reminded that it is a serious criminal offence to copy or attempt to copy any film, soundtrack or other copyright protected material shown in

the auditorium and customers found in contravention will be liable on conviction to an unlimited fine and imprisonment of up to 10 years.

2.5 Certification: GANDL is not responsible for the certification of adverts, trailers or films. All complaints in respect of the wrongful classification of any of these items should be directed to the British Board of Film Classification (the BBFC).

2.6 Search Policy: GANDL reserves the right to search a customer's possessions whilst on the premises for any item which a staff member believes may contravene these terms and conditions. Customers must consent to being searched for any item which a staff member believes may contravene these terms and conditions. GANDL reserves the right to refuse entry or require a customer to leave without entitlement to a refund if consent is not given.

2.7 Parking: GANDL is not responsible for the parking regulations imposed by third parties, including any cost imposed on customers. Customers should take up any issues directly with the third party concerned.

2.8 Refunds: Tickets purchased for performances at a GANDL Cinema Event are non-refundable unless the event is cancelled by the event organiser.

3. Terms of Entry: Entry into the cinema

3.1 Only customers in possession of a valid ticket will be admitted into the venue to which the ticket relates and admission will be permitted only for the duration of the performance specified by the ticket. At the time of purchase, customers should check that the ticket's details are correct as tickets cannot be later exchanged or refunded in the event of any error.

3.2 Lost, stolen or damaged tickets will not be replaced (online purchases may be able to be validated by the Event Organiser if the customer produces proof of identification but this cannot be guaranteed). Any customer who does not hold a valid ticket may be required to leave the premises.

3.3 Customers should keep the ticket or proof of e-tickets with them at all times in order to re-enter the relevant venue.

3.4 GANDL will refuse admission to any person who, in the opinion of an authorised GANDL employee or representative, is under the minimum age required by the BBFC classification for a presentation and cannot prove that they are at least the minimum age required. GANDL expressly reserves the right to request photographic identification verifying the age of the customer (e.g. a driving licence or passport) for entry into 12A, 15, 15A, 16 and 18 certificated films. Photocopies of birth certificates, (together with a form of photographic identification connecting the name on the birth certificate to the customer), passports and driving licences are acceptable. Children under the age of 16 must be accompanied by someone who is at least 18 years of age at all times (regardless of film classification).

3.5 Guide and Hearing dogs are welcome but other animals are not permitted on the premises.

3.6 In order to avoid disturbing other customers, customers who arrive after the start of the feature presentation will only be permitted entry into the auditorium at the Cinema Event Organiser's sole discretion.

4. Terms of Entry: Our obligations

4.1 Although GANDL seeks to follow its advertised programme, it reserves the right to cancel or reschedule a performance or to substitute an alternative film or presentation, if forced to do so by circumstances beyond its control.

4.2 If a film showing or other presentation is cancelled, rescheduled or substituted, the Cinema Event Organiser will have the sole discretion to decide whether to refund customers the cost of

their tickets or to issue replacement tickets for the same film or presentation at an alternative time.

5. Terms of Entry: Safety and security

5.1 GANDL reserves the right to refuse the entry onto its premises of any person who is believed to be intoxicated and may require any person or customer who is believed to be intoxicated to leave the premises immediately without any entitlement to a refund.

5.2 No customer is allowed to bring any illegal substances or weapons onto the premises. Anyone found in possession of such items will be refused entry or will be required to leave the premises immediately without any entitlement to a refund. GANDL takes such matters seriously and may report the incident to the police.

5.3 In order to comply with applicable health and safety legislation, customers must at all times remain within the public areas of the venue and must not obstruct the aisles with personal belongings.

5.4 Customers must keep their personal belongings with them at all times. GANDL accepts no responsibility for the loss, theft, alteration or damage to any personal items brought onto the premises.

5.5 Customers are not permitted to smoke on the premises of any GANDL cinema this includes any form of electronic cigarette or other artificial smoking devices. GANDL reserves the right to require any person or customer found to be in contravention of this rule to leave the premises immediately without any entitlement to a refund.

6. Terms of Entry: Other matters

6.1 Nothing in these terms and conditions affects your statutory rights as a customer or excludes or limits GANDL's liability for fraud or for death or personal injury resulting from GANDL's negligence or for any other liability which GANDL cannot exclude or limit under law but otherwise GANDL's liability to you as a customer shall be limited to the ticket price paid.

6.2 In addition to its other rights, in the event that a customer or group of customers breach or breaches any of the terms and conditions of this policy, GANDL reserves the right to take such action as is necessary to prevent a reoccurrence of such breach (including recovering any costs incurred). Such action may include banning the relevant customer or customers from all GANDL events and/or taking legal action.

6.3 GANDL reserves the right to charge for any additional service or product which it may supply.

6.4 Any GANDL Event Organiser may refuse entry to any person onto the premises of the relevant GANDL Cinema Event venue at any time and will be under no obligation to provide a reason to that person.

6.5 GANDL accepts no responsibility for any information displayed or broadcast on the premises by any third party.

6.6 GANDL reserves the right to amend these terms and conditions from time to time without notice.

6.7 "GANDL" means GANDL (Glencaple and Lowther Development Group), a non-profit community organisation. GANDL can be contacted via the 'contact us' online form at gandl.org.uk or via missannejefferies@gmail.com.